



**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**

FILED

02/15/22

04:59 PM

C2202011

Anthony Caglia,

Complainant,

vs.

Pacific Bell d/b/a AT&T California (U1001C);
AT&T Mobility Wireless Operations Holdings
d/b/a AT&T Mobility (U3021C); And AT&T
Corp. (U5002C),

Defendants.

ECP Case (C.) _____

Expedited Complaint
(Rule 4.6)

COMPLAINANT	DEFENDANTS
<p style="text-align: center;">Anthony Caglia Attn: Shannon Miller 28468 Thermal Road Sanger CA 93657 T: 559-531-5539 E-mail: greenjeans8765@gmail.com</p>	<p>Pacific Bell d/b/a AT&T California (U1001C); AT&T Mobility Wireless Operations Holdings d/b/a AT&T Mobility (U3021C); And AT&T Corp (U5002C) Attn: Mark Berry, Director- Regulatory 430 Bush Street, 5th Floor San Francisco CA 94108 T: 415-417-5018 E-mail: mark.berry@att.com</p>

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

(A) Anthony Ceglie
28468 Thermal Rd (554)
Sanger, CA 93657 531-5539

COMPLAINANT(S)

vs.

(B) Stephen Sandrony
At&T Wireless
775 Bethel Suite 103
Sanger, CA 93657

DEFENDANT(S)

(Include Utility "U-Number", if known)

(for Commission use only)

(C) Have you tried to resolve this matter informally with the Commission's Consumer Affairs staff?

☒ YES ☐ NO

Has staff responded to your complaint?

☒ YES ☐ NO

Did you appeal to the Consumer Affairs Manager?

☐ YES ☒ NO

Do you have money on deposit with the Commission?

☒ YES ☐ NO

Amount \$ 1202.95

Is your service now disconnected?

☒ YES ☐ NO

COMPLAINT

(D)

The complaint of (Provide name, address and phone number for each complainant)

Name of Complainant(s)	Address	Daytime Phone Number
Anthony Ceglie	28468 Thermal Rd Sanger	(554) 531-5539

respectfully shows that:

(E)

Defendant(s) (Provide name, address and phone number for each defendant)

Name of Defendant(s)	Address	Daytime Phone Number
Stephen Sandrony		
At&T Wireless	775 Bethel Suite 103	1800-331-6500
	Sanger CA 93657	875-4988

(F)

Explain fully and clearly the details of your complaint. (Attach additional pages if necessary and any supporting documentation)

I bought a phone with card for 1 time payment only approved. In which it was returned never used or activated or deiled out of. So I fully gave phone back decided didnt want service with At&T. In which several months of service was charged on my card when the phone was no longer mine acct. closed phone returned. 1202.⁹⁵ total charges. Dealt with Steven Sandberg At&T manager, wanted to send check for 300.⁰⁰ only. Rejected offer

(G) Scoping Memo Information (Rule 4.2(a))

(1) The proposed category for the Complaint is (check one):

☒ adjudicatory (most complaints are adjudicatory unless they challenge the reasonableness of rates)

☐ ratesetting (check this box if your complaint challenges the reasonableness of a rates)

(2) Are hearings needed, (are there facts in dispute)? ☒ YES ☐ NO

(3) ☐ Regular Complaint ☒ Expedited Complaint

(4) The issues to be considered are (Example: The utility should refund the overbilled amount of \$78.00):

1202.95 owed to me for phone returned to At&T. Never agreed to accept anything less than money owed. I never gave permission for automatic payment either? It should be full dollar amount taken from me. Want it in check form to be repayed asap

- (5) The proposed schedule for resolving the complaint within 12 months (if categorized as adjudicatory) or 18 months (if categorized as ratesetting) is as follows:

Prehearing Conference: Approximately 30 to 40 days from the date of filing of the Complaint.

Hearing: Approximately 50 to 70 days from the date of filing of the Complaint.

Prehearing Conference (Example: 6/1/09):	
Hearing (Example: 7/1/09)	

Explain here if you propose a schedule different from the above guidelines.

(H)

Wherefore, complainant(s) request(s) an order: State clearly the exact relief desired. (Attach additional pages if necessary)

Pay money of 1202.95 in fuel for
service never provided. Pay check
send to address provided

(I)

OPTIONAL: I/we would like to receive the answer and other filings of the defendant(s) and information and notices from the Commission by electronic mail (e-mail). My/our e-mail address(es) is/are:

(J)

Dated San Jose, California, this 06 day of 12, 21
(City) (date) (month) (year)


Signature of each complainant

(MUST ALSO SIGN VERIFICATION AND PRIVACY NOTICE)

(K)

REPRESENTATIVE'S INFORMATION:

Provide name, address, telephone number, e-mail address (if consents to notifications by e-mail), and signature of representative, if any.

Name of Representative:	Shannon Miller
Address:	38468 Trammel Rd
Telephone Number:	(554) 531-5539
E-mail:	
Signature	

VERIFICATION
(For Individual or Partnerships)

I am (one of) the complainant(s) in the above-entitled matter; the statements in the foregoing document are true of my knowledge, except as to matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

(L)

Executed on 12-6-21, at San Francisco, California
(date) (City)


(Complainant Signature)

VERIFICATION
(For a Corporation)

I am an officer of the complaining corporation herein, and am authorized to make this verification on its behalf. The statements in the foregoing document are true of my own knowledge, except as to the matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

(M)

Executed on _____, at _____, California
(date) (City)

Signature of Officer

Title

(N) NUMBER OF COPIES NEEDED FOR FILING:

If you are filing your formal complaint on paper, then submit one (1) original, six (6) copies, plus one (1) copy for each named defendant. For example, if your formal complaint has one defendant, then you must submit a total of eight (8) copies (Rule 4.2(b)).

If you are filing your formal complaint electronically (visit <http://www.cpuc.ca.gov/PUC/efiling> for additional details), then you are not required to mail paper copies.

(O) Mail paper copies to: California Public Utilities Commission
Attn: Docket Office

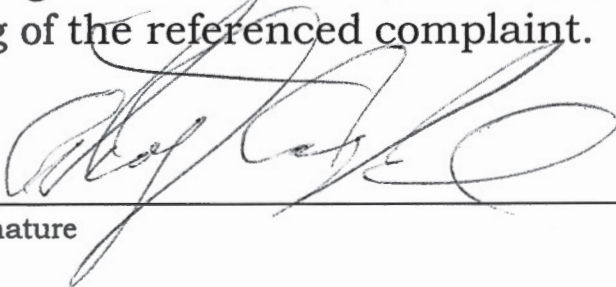
505 Van Ness Avenue, Room 2001
San Francisco, CA 94102

PRIVACYNOTICE

This message is to inform you that the Docket Office of the California Public Utilities Commission ("CPUC") intends to file the above-referenced Formal Complaint electronically instead of in paper form as it was submitted.

Please Note: Whether or not your Formal Complaint is filed in paper form or electronically, Formal Complaints filed with the CPUC become a public record and may be posted on the CPUC's website. Therefore, any information you provide in the Formal Complaint, including, but not limited to, your name, address, city, state, zip code, telephone number, E-mail address and the facts of your case may be available on-line for later public viewing.

Having been so advised, the Undersigned hereby consents to the filing of the referenced complaint.



Signature

12-6-21

Date

Anthony Castia

Print your name

Pu C,

I am writing in regards to an At&T account in which I never used the new phone I purchased. I returned it within 24 hours never used the new phone. On several occasions I have had multiple email on my email. The manager in which does not want to give my money back it is not okay when I didn't allow auto pay. I've sent the proof of deny such. I am real upset over the dollar amount taken out of Bank Account. The manager offered me \$300⁰⁰ when she got off vacation. In which

West 436178141509 Anthony Page 3956 106-21 ③
To Whom It Concerns

I have tried to deal with AT & T directly on several occasions. In which not satisfied with a offer not whats the right dollar amount. It did not take the partial payment it does not satisfy the right dollar amount taken from me without consent for a phone I never used. Nor did I ever give permission for an automatic payment to be taken out of my bank. Or my girlfriends acct. So why on all the copies presented were money

with drawn from account? (5)

The phone was returned no service was ever used. So I want the money in full back. This has caused severe hardship. I am legally blind and the money withdrawn has caused me much distress. I'm asking for money taken without permission? The manager at C&F tried Steven Sandberg was very unprofessional offered 300⁰⁰ check I disagree there was too many more than 300⁰⁰.

~~Anthony Garcia~~
12-6-21
Anthony Garcia

Last Transaction

Date	Time	Type	Station ID	Duration	Pages	Result
<hr/>						
				Digital Fax		
<hr/>						
Mar 22,	5:15PM	Fax Sent	2054025610	5:33 N/A	13	OK

faxed to At&T
Stephen Sandiway
He offered me
300⁰⁰ check and
said final
offer?



AT&T

Store Information

AT&T Owned Inventory Sold by PRIME COMMS - CA
SANGER for AT&T
775 BETHEL AVE SUITE 103, AT&T AUTHORIZED
RETAILER
SANGER, CA 93657
(559) 875-4980
Store No. 7NSB
Register No. 10

Purchase Information

CASHIER: RICHARD G
Receipt ID: 51-427000028770179
01/24/2021 15:39:11
CUSTOMER COPY

Customer: ANTHONY C 559-531-9964

Item ID	Description	Price
	ADVANCE PAYMENT	0.00
6817C	PHO APL IPH SE20X 64GB	\$399.99
	399.99	
	FINANCED: \$199.99	
	DOWN PAYMENT: \$200.00	
	INSTALLMENTS: 30X\$6.67	
	ADDED PROMO for 559-531-9964: Apple 64GB SER NO. 356838111226133 \$5/mo Smartphone wUNL 121 Buy an eligible Smartphone for \$5/mo. when you activate a New line, or Upgrade an existing line, with an eligible unlimited rate plan on an installment plan. Savings via monthly bill credits. TOTAL BILL CREDIT: \$249.99 (\$8.34 credit for 30 month(s))	
	Taxable Unit Value 399.99	

SubTotal	\$399.99
TAX 31.90	\$31.90
TOTAL AMOUNT DUE	\$431.89
Installment Plan Agreement	559-531-9964 199.99
VISA TENDERED	\$231.90
ct No.	XXXXXXXXXXXX5086
Entry Mode:	Swiped

UNDERSTANDING YOUR BILL CYCLE & PRORATION

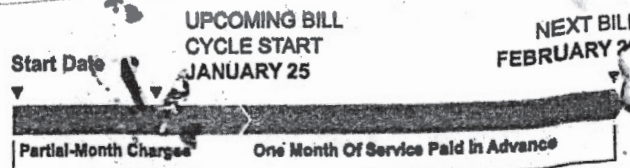
Your Billing Cycle begins on the 25th and ends on the 24th of each month.

Billing begins on the service activation start date. To learn more about your bill, please go to att.com/mybill and log into your account.

AutoPay: ☒ Not enrolled, get set up at att.com/autopay.

Paperless: ☒ Not enrolled, get set up at att.com/paperless.

Services	Start Date	Days of Partial Month Charges
Wireless	01/24/2021	1



Your upcoming bill may be higher than normal because your bill will include partial month days (along with any one-time charges) plus one month of service in advance.

IMPORTANT INFORMATION - POLICIES & WARRANTY

General

Information About AT&T Broadband Internet Access: See att.com/broadbandinfo for information about AT&T's network management practices.

Privacy Policy: Please review att.com/privacy to see our Privacy Policy and how it applies to you and your information.

California Consumer Privacy Act: The CCPA sets rules for how we handle the personal information of California residents. You can find out about the categories of information we collect, request a report to view the information we have, ask us not to sell the information, and ask us to delete it. Learn more at att.com/californiaprivacy or call 866.385.3193.

AT&T Fees & Surcharges

AT&T charges additional AT&T fees or surcharges for each of its services. AT&T fees are not government-required fees or taxes. To learn about the fees and surcharges applicable to your services see att.com/fees

Cancellation Policy

Wireless: You may terminate this Agreement within 14 days of activation without paying an ETF. Any activation fees **will** be refunded if you cancel within 3 days of activation. You are responsible for all fees and charges incurred through cancellation and must return **any** equipment purchased with this Agreement. If you terminate after 14 days, you may be charged an ETF for each phone number or equipment associated with this Agreement. See att.com/equipmentetf

Equipment Return Policy

Wireless (att.com/returnpolicy): Within 14 days of purchase or shipping, you may return eligible items in like-new condition (excludes closeouts). Restocking fee of \$55/10% may apply.

Mobility

Warranty Support

For full details on AT&T warranty support and exchanges, see att.com/warranty.

AT&T Protect Advantage for 1, AT&T Protect Advantage for 4, Mobile Insurance (MI)

If eligible, must enroll within 30 days of activation/upgrade. Administered by Asurion Protection Services, LLC, underwritten by Continental Casualty Company, a CNA company. Cost: \$8.99 MI; \$15.00 Protect Adv. for 1, \$40.00 Protect Adv. for 4. Deductible: Replacement \$25, \$50, \$125, \$200, \$250, \$299; Cracked Screen Repair \$49 for MI, \$29 Protect Adv. for 1/Protect Adv. for 4; Non-Connected Device \$89 repair; Replacement for lost/stolen \$199 tablet/\$299 laptop. Battery Replacement \$0 (Protect Adv. for 1/Protect Adv. for 4 only). Claim Limits: 2 claims per consecutive 12 months for MI, 3 for Protect Adv. for 1, 8 for Protect Adv. for 4 (max device value \$2500/claim); Replacements: may be AT&T Certified Restored; color, features & accessory compatibility not guaranteed. Enrollment optional; cancel any time and get refund of unearned charges. See program terms & repair details at att.com/protectadvantage.

Service activity

Wireless sub 1630T

Number	User	Page	Activity since last bill	Monthly charges	Equipment	Add-ons	Surcharges & fees	Government taxes & fees	Total
559.531.9964	ANTHONY CAGLIA	2	\$25.33	\$95.00	\$6.67	\$20.00	\$7.93	\$2.61	\$157.54
Total			\$25.33	\$95.00	\$6.67	\$20.00	\$7.93	\$2.61	\$157.54

Usage summary (Jan 24 - Jan 24)

Number	User	Data (allowance)	Text (allowance)	Talk (allowance)
559.531.9964	ANTHONY CAGLIA	000GB (unlimited)	0 (unlimited)	0 (unlimited)

Usage is rounded up based on your plan. For more details on your usage summary, visit att.com/myusage.

Phone, 559.531.9964

ANTHONY CAGLIA

Activity since last bill

Jan 24 - Jan 24

1. Activation Fee	Jan 24	\$30.00	One-time charge
2. Smartphone Promo 1 of 30 Installment ID: 290000038668733	Jan 24	-\$8.34	One-time credit
3. Unlimited Elite - 1 Line	Jan 24 - Jan 24	\$3.17	Service changed on Jan 24 - partial month charge
4. Protect Advantage Insurance for 1	Jan 24 - Jan 24	\$0.30	Service changed on Jan 24 - partial month charge
5. Protect Advantage Support Services for 1	Jan 24 - Jan 24	\$0.20	Service changed on Jan 24 - partial month charge

Monthly charges

Jan 25 - Feb 24

6. Unlimited Elite - 1 Line	\$95.00
7. Protect Advantage Insurance for 1	\$8.99
8. Protect Advantage Support Services for 1	\$6.01
9. APPLE64GB - Installment 1 of 30	\$6.67
10. AT&T Next Up(SM) - phone upgrade feature	\$5.00

APPLE64GB

290000038668733

Established on	Jan 24, 2021
Equipment price	\$399.99
Equipment down payment	\$200.00
Amount financed	\$199.99
Installment 1 of 30 (Jan 24, 2021)	\$6.67
Balance remaining after current installment	\$193.32

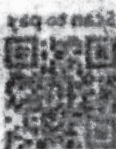
To pay off your installment plan early, please visit att.com/payoffNEXT for details.

Surcharges & fees

11. Administrative Fee	\$1.99
12. Federal Universal Service Charge	\$4.30
13. Regulatory Cost Recovery Charge	\$1.50
14. State Public Utility Surcharge	\$0.14

Government taxes & fees

15. CA Advanced Services Fund (CASF)	\$0.24
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Issue Date:

Jan 24, 2021

Account Number:

43517814509

\$0.30

\$0.18

\$0.04

\$0.05

\$0.18

\$0.30

\$0.19

\$1.17

\$157.54

\$157.54

Changed

Questions on accessibility by persons with disabilities: 866.241.6368

Written correspondence

Do not send notes/letters with payment. We cannot guarantee receipt. Send notes/letters to AT&T, P.O. Box 5074, Carol Stream, Illinois 60197-5074 or FAX 314.242.0792.

Wireless DirectBill charges

Detail of DirectBill charges can be viewed at att.com/db. The direct billing option offers you the ability to purchase content, goods and features such as apps, games, donations, and services from AT&T and other companies by applying charges to your wireless account.

Tax ID

AT&T Mobility Tax ID 64-1659970

Wireless Services provided by AT&T Mobility, LLC.

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the information from your check
fer from your account. Funds may
is your payment is received. If
ctually, you authorize AT&T to
for payment. Your original check will be
heck. Returned unpaid you agree to pay
s and conditions of your agreement, up to
ented electronically.

on a per line basis, including federal and
ices, an Administrative Fee (to defray certain
T or its agents pay to interconnect with
from AT&T customers to their customers,
in cell site rents and maintenance), and a
Charge (to recover costs of compliance with
imposed regulatory requirements, including Wireless
y and Number Pooling, and E911). These fees are not
that the government requires AT&T to collect from its
att.com/mobilityfees for details.

Questions about your bill or service

If you have any questions about your bill or concerns about your service, call Customer Care at 800.331.0500 or at 611 from your cell phone or write to Customer Care at AT&T, P.O. Box 5074, Carol Stream, Illinois 60197-5074 or FAX 314.242.0792. If we cannot resolve your issue, you have the option to write the California Public Utilities Commission (CPUC) at Consumer Affairs Branch, 505 Van Ness Ave., Room 2003, San Francisco, CA 94102, or at <http://consumers.cpuc.ca.gov/complaints>, or call 800.649.7570. The CPUC's DDTP program offers assistance to individuals with hearing and speaking limitations including California Relay Service available by dialing 711. More information is available at <http://ddtp.cpuc.ca.gov>

AT&T Mobility Center for customers with disabilities



Page: 3 of 3
Issue Date: Jan 24, 2021
Account Number: 436178141509

559.531.9964 continued

16. GA State Sales Tax	\$0.30
17. CHCFA	\$0.18
18. County District Sales Tax	\$0.04
19. County Sales Tax	\$0.06
20. Relay Service Device Fund	\$0.13
21. State 911 Tax	\$0.30
22. Teleconnect Fund	\$0.19
23. Universal Lifeline	\$1.17

Total for 559.531.9964 \$157.54

Total for Wireless \$157.54

Important Information

Late payment fee

The late payment fee for consumer and Signature bills not paid in full by the payment due date is up to \$7.00.

Electronic check conversion

Paying by check authorizes AT&T to use the information from your check to make a one-time electronic fund transfer from your account. Funds may be withdrawn from your account as soon as your payment is received. If we cannot process the transaction electronically, you authorize AT&T to present an image copy of your check for payment. Your original check will be destroyed once processed. If your check is returned unpaid you agree to pay such fees as identified in the terms and conditions of your agreement, up to \$30. Returned checks may be presented electronically.

Surcharges and other fees

AT&T imposes additional charges on a per line basis, including federal and state universal service charges, an Administrative Fee (to defray certain expenses including charges AT&T or its agents pay to interconnect with other carriers to deliver calls from AT&T customers to their customers, and charges associated with cell site rents and maintenance), and a Regulatory Cost Recovery Charge (to recover costs of compliance with certain government imposed regulatory requirements, including Wireless Number Portability and Number Pooling, and E911). These fees are not taxes or charges that the government requires AT&T to collect from its customers. See att.com/mobilityfees for details.

Questions about your bill or service

If you have any questions about your bill or concerns about your service, call Customer Care at 800.331.0500 or at 611 from your cell phone or write to Customer Care at AT&T, P.O. Box 5074, Carol Stream, Illinois 60197-5074 or FAX 314.242.0792. If we cannot resolve your issue, you have the option to write the California Public Utilities Commission (CPUC) at Consumer Affairs Branch, 505 Van Ness Ave., Room 2003, San Francisco, CA 94102, or at <http://consumers.cpuc.ca.gov> for complaints, or call 800.649.7570. The CPUC's DDTP program offers assistance for individuals with hearing and speaking limitations including California Relay Service available by dialing 711. More information is available at <http://ddtp.cpuc.ca.gov>

Questions on accessibility by persons with disabilities: 866.241.6568.

Written correspondence

Do not send notes/letters with payment. We cannot guarantee receipt. Send notes/letters to AT&T, P.O. Box 5074, Carol Stream, Illinois 60197-5074 or FAX 314.242.0792.

Wireless DirectBill charges

Detail of DirectBill charges can be viewed at att.com/db. The direct billing option offers you the ability to purchase content, goods and features such as apps, games, donations, and services from AT&T and other companies by applying charges to your wireless account.

Tax ID

AT&T Mobility Tax ID 84-1659970

Wireless Services provided by AT&T Mobility, LLC.

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Service activity

Wireless

Number	User	Page	Activity since last bill	Monthly charges			Surcharges & fees	Government taxes & fees
				Plan	Equipment	Add-ons		
559.531.9964	ANTHONY CAGLIA	2	\$25.33	\$95.00	\$6.67	\$20.00	\$7.93	\$2.61
Total			\$25.33	\$95.00	\$6.67	\$20.00	\$7.93	\$2.61

Usage summary (Jan 24 - Jan 24)

Number	User	Data (allowance)	Text (allowance)	Talk (allowance)
559.531.9964	ANTHONY CAGLIA	0.00GB (unlimited)	0 (unlimited)	0 (unlimited)

Usage is rounded up based on your plan. For more details on your Usage summary, visit att.com/myusage.

Phone, 559.531.9964 ANTHONY CAGLIA

Activity since last bill

	Jan 24 - Jan 24		
1. Activation Fee	Jan 24	\$30.00	< One-time charge
2. Smartphone Promo 1 of 30 installment ID: 290000038668733	Jan 24	-\$8.34	< One-time credit
3. Unlimited Elite - 1 Line	Jan 24 - Jan 24	\$3.17	< Service changed on Jan 24 - partial month charge
4. Protect Advantage Insurance for 1	Jan 24 - Jan 24	\$0.30	< Service changed on Jan 24 - partial month charge
5. Protect Advantage Support Services for 1	Jan 24 - Jan 24	\$0.20	< Service changed on Jan 24 - partial month charge

Monthly charges

	Jan 25 - Feb 24
6. Unlimited Elite - 1 Line	\$95.00
7. Protect Advantage Insurance for 1	\$3.39
8. Protect Advantage Support Services for 1	\$6.01
9. APPLE64GB - Installment 1 of 30	\$6.67
10. AT&T Next Up(SM) - phone upgrade feature	\$5.00

Surcharges & fees

11. Administrative Fee	\$1.99
12. Federal Universal Service Charge	\$4.30
13. Regulatory Cost Recovery Charge	\$1.50
14. State Public Utility Surcharge	\$0.14

Government taxes & fees

15. CA Advanced Services Fund (CASF)	\$0.24
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APPLE64GB

290000038668733

Established on	Jan 24, 2021
Equipment price	\$399.99
Equipment down payment	\$200.00
Amount financed	\$199.99
Installment 1 of 30 (Jan 24, 2021)	\$6.67

Balance remaining after current installment

To pay off your installment plan early, please visit att.com/payoffNEXT for details.



ORDER RECAP FOR ANTHONY CAGLIA

This is an overview of your Customer Service Summary that follows. See full summary for important details.

01/24/2021



Here's what we helped you with today

Reserved Wireless line : 559.531.9964



Here's why your next bill will be different than the rest

Your estimated next bill will be

\$188.42

Your estimated ongoing bills will be

\$154.75/mo

*Promotions and discounts may not show up here but will show on your bill within the time promised.
After promotions end, monthly charges will increase. Pricing subject to change.*

Your next bill will include:

- Your one-time fees: \$30.00
(Activation Fee)
- Since you made a change to Wireless service today, we include 1 days of partial monthly charges: \$3.67
(January 24 - January 24)
- Your ongoing monthly charges, including AT&T Fees and Surcharges: \$154.75
(January 25 - February 24)



Here's more detail about your ongoing bill

Wireless

Reserved Lines**

ANTHONY CAGLIA

559.531.9964 - Apple 64gb

Unlimited Elite - 1 line

\$95.00/mo

Protect Advantage for 1

\$15.00/mo

TLG_TRACKER ()

\$5/mo Smartphone w/UNL 121 (for 30 Months)

-\$8.34/mo

Installment 1 of 30

\$6.67/mo

AT&T Next UpSM

\$5.00/mo

**Reserved Lines: Pricing shown effective when you activate all reserved lines.

AT&T Fees and Surcharges

\$17.94/mo

Government Fees and Taxes

\$23.48/mo

TOTAL

\$154.75/mo

THIS IS AN ESTIMATE NOT AN ACTUAL BILL

	One-Time Charges/Credits	Partial Month Charges/Credits	Ongoing Monthly Charges	Upcoming Bill
Wireless	\$30.00	\$3.67	\$154.75	\$188.42
TOTAL	\$30.00	\$3.67	\$154.75	\$188.42

*Estimates above include government fees/taxes, AT&T fees/surcharges, one-time and partial month charges. Promotions and discounts may not show up here but will show on your bill within the time promised. After promotions end, monthly charges will increase. Pricing subject to change.

Special Notifications

Mobility Service

Important Data Information

Unlimited Elite after 100GB of data usage on a line, AT&T may slow data speeds if the network is busy.

LIMITED ELITE™:

Access HBO Max through HBO Max app on compatible device or on hbo.com using compatible browser with your AT&T log-in. If you need credentials, visit att.com/myatt to verify/create your account. Data rates may apply for app download/usage. Upon cancellation of wireless plan you may lose access to HBO Max. Access to one HBO Max account per AT&T account holder. Includes usage only in the DCA. Use 30 Max is subject to its own terms and conditions, see hbo.com/terms-of-use for details. Benefit may be modified, discontinued or terminated at any time without notice. To learn more, visit att.com/hbomax. **ELITE PLAN:** Includes unlimited voice, data and text messages. Phones **5G SERVICE:** Requires a compatible 5G device. 5G service is not available everywhere. See att.com/5Gfor you for details. **ADVANCED MOBILE SECURITY:** Compatible device required. You must download the AT&T Mobile Security app and AT&T Call Protect app and accept the terms and conditions for each before the services will go into effect. Data rates may apply. Details at att.com/securitycallprotect. **AT&T CALLER ID:** Requires compatible device. **MOBILE HOTSPOT:** 30GB per line per month of tethering on compatible devices. After 30GB, tethering speed slowed to max of 1 Mbps for the rest of bill cycle. After 30 GB, all tethering data usage, including sponsored data, will be impacted and not fully functional. **LIMITS:** Max 10 lines on Unlimited Your Way plan account. See plan details at att.com/unlimitedplan.

Paperless Billing Discount

Enroll in both paperless billing and AutoPay and get a discount. Enjoy \$10 off per month per phone line on your AT&T plan. Sign up now to be eligible for discount per month within 2 bill cycles. Learn more and sign up at att.com/autopaybill.

Streaming

Unlimited Elite includes Stream Saver. Eligible content recognized as video will stream in SD (about 480p, max 1.5 Mbps). You can turn it off any time at att.com/stream saver for access to HD video, if available. Ability to stream, video resolution and speed are not guaranteed and are affected by other factors. If two tethered devices are watching video from the same source at the same time, we may identify it as a single video and slow the speeds collectively to 1.5 Mbps, which may impair your ability to watch video on these tethered devices. You can pause video on all but one of the tethered devices, disconnect from different sources, or turn off Stream Saver to resolve this issue. See att.com/stream saver for details.

PRESCREEN & OPT-OUT NOTICE

This "prescreened" offer of credit is based on information in your credit report indicating that you meet certain criteria. If you do not want to receive prescreened offers of credit from AT&T and other companies, call Experian, toll-free at 888-5-OPTOUT (888-567-8688); or write: Experian Opt Out, P.O. Box 919, Allen, TX 75013.

Please ignore this notice if you have already contacted Experian and opted out.



ANTHONY CAGLIA
28468 THERMAL RD
SANGER, CA. 93657-9036
Account Number: 436178141509

Manage your account anytime
at www.att.com/mysatt or call 800.331.0500.

Order Service Summary

Thanks for choosing AT&T. Please review your order summary.

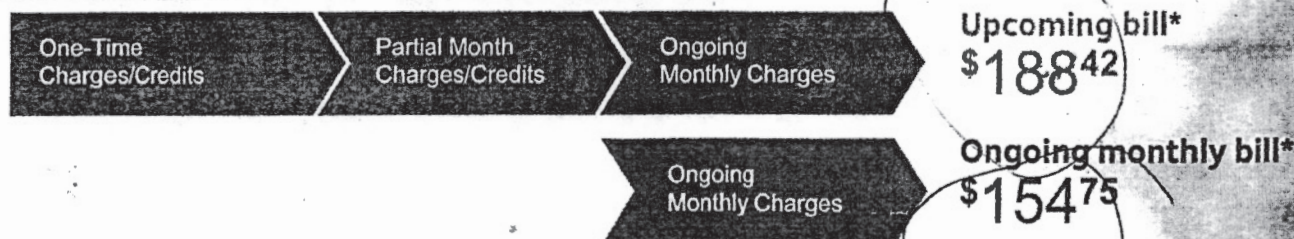


What changed today? 01/24/2021

- Mobility Changes Made
- 559.531.9964 - Reserved a line

This order may have been approved based on a prescreened credit offer. You can choose to stop receiving prescreened offers from AT&T and other companies by calling toll-free 888-5-OPTOUT (888-567-8688). For more information, see the Prescreen & Opt Out Notice below.

AT A GLANCE—YOUR AT&T TOTAL CHARGES



One-time Charges/Credits

These are charges or credits for things like activation, equipment charges, installation.

Partial Month Charges/Credits

New service is billed one month in advance, so any services added before your bill cycle date are billed at a per day cost and added to your first month of service. Partial month charges or credits may also occur if service(s) or feature(s) are added or changed in the middle of your bill cycle.

Ongoing Monthly Bills

After you've paid your Upcoming bill, this is the amount you can expect to see every month.

Upcoming Bill Total

This bill is typically higher than your ongoing bill because it includes any one-time and partial month charges plus one month of service billed in advance.

YOUR AT&T SERVICES & CHARGES DETAIL

One-Time
Charges/Credits

Partial Month
Charges/Credits

Ongoing
Monthly Charges

Upcoming Bill



Wireless

Reserved Lines**

ANTHONY CAGLIA

559.531.9964 - Apple 64gb

Unlimited Elite - 1 line

Activation Fee

\$30.00

\$3.17

\$95.00

\$98.17

Protect Advantage for 1

\$0.50

\$15.00

\$15.50

TLG_TRACKER ()

\$5/mo Smartphone wUNL 121
(for 30 Months)

\$8.34

\$8.34

Installment 1 of 30

\$6.67

\$6.67

AT&T Next UpSM

\$5.00

\$5.00

State and Local Tax

\$22.79

\$22.79

Federal Universal Service Fund

\$13.90

\$13.90

Administrative Fee

\$1.99

\$1.99

Regulatory Cost Recovery Fee

\$1.50

\$1.50

911 Fee

\$0.69

\$0.69

Other AT&T Fees and
Surcharges

\$0.55

\$0.55

State Universal Service Fund

\$0.00

\$0.00

Wireless Total

\$30.00

\$3.67

\$154.75

\$188.42

NOTES

**Reserved Lines: Pricing shown effective when you activate all reserved lines.

Additional Fees & Taxes: Additional AT&T monthly and one-time transactional fees may apply. AT&T fees are not government-required fees or taxes. See att.com/mobilityfees for details. Above estimates may not include promotions and are based on highest AT&T fees/surcharges and government fees/taxes assessed in your state; actual amounts may vary.

International Roaming (IR) & International Long Distance (ILD): Pay-per-use rates apply if you do not have an international package or plan. Rates subject to change. Go to att.com/ppurates for IR rates or att.com/worldconnect for ILD rates.

411: \$1.99/call + airtime

Total All Services

\$30.00

\$3.67

\$154.75

\$188.42

AT&T

Page: 3 of 4
 Issue Date: Feb 24, 2021
 Account Number: 436178141509

Group 1 continued

Usage is rounded up based on your plan. For more details on your Usage summary, visit att.com/myusage.

Phone, 559.531.9964
 ANTHONY CAGLIA

Activity since last bill

	Jan 25 - Feb 24	
1. Buy 1 Get 1 Device Promo Rvrsl 1 of 30 Installment ID: 290000038668733	Jan 29	\$8.34 * One-time charge
Unlimited Elite - 1 Line	Jan 30 - Feb 24	\$79.17 * Service charged on Jan 30 - partial month credit
Protect Advantage Insurance for 1	Jan 30 - Feb 24	\$7.49 * Service charged on Jan 30 - partial month credit
Protect Advantage Support Services for 1	Jan 30 - Feb 24	\$5.01 * Service charged on Jan 30 - partial month credit
Service Fees		
Federal Universal Service Charge		-\$0.42
Public Utility Surcharge		-\$0.02

Government taxes & fees

7. CA Advanced Services Fund (CASF)	-\$0.02
8. CHCFA	-\$0.02
9. Relay Service Device Fund	-\$0.02
10. Teleconnect Fund	-\$0.02
11. Universal Lifeline	-\$0.12

Total for 559.531.9964 **-\$83.97**

Total for Wireless **-\$83.97**

News you can use

This bill includes a past due balance

If payment has already been made, thank you, please disregard. If not, payment must be made immediately. Please send your payment, including current charges, in the enclosed envelope. You may also pay 24 hours a day, by major credit card or electronic check at 800.331.0500, or att.com/pay. If you have questions regarding your account, contact us at 800.947.5096.

Final bill credit

If you have a credit balance on your final bill, the refund will be issued within two bill cycles. If your refund is not received after 60 days from your final bill date, please visit resolve.att.com to submit a refund request. If you have any questions, please call AT&T at 800.288.2020.

Stream live & On Demand shows

Binge your favorite shows & hit movies on DIRECTV, plus get live sports & breaking news. There's no equipment to buy. Switch to DIRECTV today. 877.777.9519.

Discover more from AT&T

Sometimes more is better. Experience the power of AT&T services. Now enjoy premium AT&T Internet, Wireless, TV. Call 800.872.9388.

Important information

Late payment fee

The late payment fee for consumer and Signature bills not paid in full, payment due date is up to \$7.00.

Electronic check conversion

Payment by check authorizes AT&T to use the information from your check to make a one-time electronic fund transfer from your account. Funds will be withdrawn from your account as soon as your payment is received. We cannot process the transaction electronically. You authorize AT&T to present an image copy of your check for payment. Your original check is destroyed once processed. If your check is returned unpaid you agree such fees as identified in the terms and conditions of your agreement \$30. Returned checks may be presented electronically.

Surcharges and other fees

AT&T imposes additional charges on a per line basis, including federal state universal service charges, an Administrative Fee (to defray certain expenses including charges AT&T or its agents pay to interconnect with other carriers to deliver calls from AT&T customers to their customer and charges associated with cell site rents and maintenance), and a Regulatory Cost Recovery Charge (to recover costs of compliance with certain government imposed regulatory requirements, including wire

Important information continues

UNDERSTANDING YOUR BILL CYCLE & PRORATION

Your Billing Cycle begins on the 25th and ends on the 24th of each month.

Billing begins on the service activation start date. To learn more about your bill, please go to att.com/mybill and log into your account.



*Setup
Clearly*

AutoPay: ☒ Not enrolled, get set up at att.com/autopay.

Paperless: ☒ Not enrolled, get set up at att.com/paperless.

Services	Start Date	Days of Partial Month Charges
Wireless	01/24/2021	1

Start Date	UPCOMING BILL CYCLE START	NEXT BILL
	JANUARY 25	FEBRUARY 25
Partial-Month Charges	One Month Of Service Paid In Advance	

Your upcoming bill may be higher than normal because your bill will include partial month days (along with any one-time charges) plus one month of service in advance.

IMPORTANT INFORMATION - POLICIES & WARRANTY

General

Information About AT&T Broadband Internet Access: See att.com/broadbandinfo for information about AT&T's network management pri

Privacy Policy: Please review att.com/privacy to see our Privacy Policy and how it applies to you and your information.

California Consumer Privacy Act: The CCPA sets rules for how we handle the personal information of California residents. You can find out the categories of information we collect, request a report to view the information we have, ask us not to sell the information, and ask us to delete it. Learn more at att.com/californiaprivacy or call 866.335.3193.

AT&T Fees & Surcharges

AT&T charges additional AT&T fees or surcharges for each of its services. AT&T fees are not government-required fees or taxes. To learn a fees and surcharges applicable to your services see att.com/fees

Cancellation Policy

Wireless: You may terminate this Agreement within 14 days of activation without paying an ETF. Any activation fees will be refunded if you within 3 days of activation. You are responsible for all fees and charges incurred through cancellation and must return any equipment purchased with this Agreement. If you terminate after 14 days, you may be charged an ETF for each phone number or equipment associated with this Agreement. See att.com/equipmentetf

Equipment Return Policy

Wireless (att.com/returnpolicy): Within 14 days of purchase or shipping, you may return eligible items in like-new condition, excludes closer to fee of \$55/10% may apply.

and exchanges, see att.com/warranty.

For 4, Mobile Insurance (MI)

Administered by Asurion Protection Services, LLC. Monthly fee for 1, \$40.00 Protect Adv. for 4, Deductible Replacement \$25. 1/Protect Adv. for 4, Non-Connected Device \$25.00. Re-Adv. for 1/Protect Adv. for 4, Claim Limit 2 claims per year. Service value \$2500/claim. Replacement may be AT&T Certified. Cancel any time and get refund of unearned charges.



AT&T

Store Information

AT&T Owned Inventory Sold by PRIME COMMS - CA
SANGER for AT&T

775 BETHEL AVE SUITE 103, AT&T AUTHORIZED
RETAILER

SANGER, CA 93657

(559) 875-4980

Store No. 7NSB

Register No. 10

Customer: ANTHONY.C 559-531-9964

Purchase Information

CASHIER: ULISES Q

Receipt ID: 51-427000028876177

01/29/2021 13:37:24

CUSTOMER COPY

Item ID	Description	Price
4563N	SCP ZAG IVSGLAS13 6S7	\$40.00
	1 @ 40.00	
	(RETURN) X7NSB1BK2HDW	
	1 @ 40.00	
	FINANCED: \$null	
	DOWN PAYMENT: \$null	

SubTotal \$40.00

TAX -3.19 \$-3.19

TOTAL AMOUNT DUE \$43.19

VISA TENDERED \$43.19

Acct No. XXXXXXXXXXXXXXX5086

Card Entry Mode: Swiped

Auth No.

CHANGE DUE 0.00

*Charged
also
not
approved*

Thanks for choosing AT&T. We are here for you 24 x 7 at att.com/support. Pursuant to California Sales Tax Regulation 150, tax on devices sold with service are calculated based on the no commit pricing.

**CREDIT SALE CONTRACT/RETAIL INSTALLMENT CONTRACT/RETAIL INSTALLMENT OBLIGATION/RETAIL INSTALLMENT
SALE AGREEMENT/CONDITIONAL SALES CONTRACT/SECURITY AGREEMENT ("THIS AGREEMENT") - SUBJECT TO
STATE REGULATION**

**SELLER/CREDITOR: New Cingular Wireless PCS, LLC d/b/a AT&T Mobility
1025 Lenox Park Boulevard NE, Atlanta, GA 30319**

BUYER'S NAME: ANTHONY CAGLIA
BUYER'S PHONE NUMBER: 5595319964
BUYER'S ADDRESS: 28468 THERMAL RDSANGER, CA. 93657-9036.
DEVICE: Apple 64gb
INSTALLMENT ID: 290000038668733

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE cost of Your as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost You.	Amount Financed The amount of credit provided to You or on Your behalf.	Total of Payments The amount You will have paid after You have made all payments as scheduled.	Total Sale Price The total cost of Your purchase on credit, including Your down payment of \$200.00 is
0.00%	\$0.00	\$199.99	\$199.99	\$399.99

Payment Schedule Will Be

Number of Payments: 30
Amount of Payment: \$6.67
Monthly Payments Due: Begins on February 15, 2021. We will bill You for the Device on Your Service bill. Review your bill for full billing terms.

Security. We retain a security interest in the subject matter of this Agreement. You grant us a purchase money security interest in the Device.

Late Payment Fee. We charge a fee of up to \$7 per bill cycle (or less as permitted by applicable law) for late payment of any amount (including installment charges) on Your Service bill for the wireless number associated with Device. Current wireless number is shown on Your bill, and number may change with mutual agreement.

Prepayment. If You pay off all Your debt early, You will not pay a penalty.

Additional Information below. See Agreement terms below for nonpayment, default, any required repayment in full before the scheduled date, prepayment refunds and penalties, and any upgrade options.

ITEMIZATION OF AMOUNT FINANCED		\$199.99
of		
\$399.99	PURCHASE PRICE	
-\$200.00	DOWN PAYMENT	
\$199.99	AMOUNT FINANCED	
\$0.00	PREPAID FINANCE CHARGE	

By signing this Agreement, You are buying the Device from Seller/Creditor (and, together with any Seller/Creditor assignees of the obligations under this Agreement following such assignment, "we", "us", or "our") on credit. You grant us a purchase money security interest in the Device, and all proceeds from the sale or other disposition of Device to secure performance of Your obligations under this Agreement (collectively, the "Secured Obligations"), which security interest continues until we are paid in full for the Secured Obligation including reasonable and actual expenses of retaking, processing, and disposing Device upon Default (which shall include reasonable attorneys' fees). You and we agree this Agreement constitutes a security agreement and Your grant of a security interest to us is a "purchase money security interest" in the Device and the "proceeds" as defined in the Uniform Commercial Code in the state of Your billing address at the time of signing. You agree to pay us the Amount Financed and any related charges in U.S. funds.

**CREDIT SALE CONTRACT/RETAIL INSTALLMENT CONTRACT/RETAIL INSTALLMENT OBLIGATION/RETAIL INSTALLMENT
SALE AGREEMENT/CONDITIONAL SALES CONTRACT/SECURITY AGREEMENT ("THIS AGREEMENT") - SUBJECT TO
STATE REGULATION**

SELLER/CREDITOR: New Cingular Wireless PCS, LLC d/b/a AT&T Mobility
1025 Lenox Park Boulevard NE, Atlanta, GA 30319

BUYER'S NAME: ANTHONY CAGLIA
BUYER'S PHONE NUMBER: 5595319964
BUYER'S ADDRESS: 28468 THERMAL RDSANGER, CA. 93657-9036.
DEVICE: Apple 64gb
INSTALLMENT ID: 290000038668733

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of Your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost You.	Amount Financed The amount of credit provided to You or on Your behalf.	Total of Payments The amount You will have paid after You have made all payments as scheduled.	Total Sale Price The total cost of Your purchase on credit, including Your down payment of \$200.00 is
0.00%	\$0.00	\$199.99	\$199.99	\$399.99

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of	
\$399.99	PURCHASE PRICE
-200.00	DOWN PAYMENT
\$199.99	AMOUNT FINANCED
\$0.00	PREPAID FINANCE CHARGE

By signing this Agreement, You are buying the Device from Seller/Creditor (and, together with any Seller/Creditor assignees of the obligations under this Agreement following such assignment, "we", "us", or "our") on credit. You grant us a purchase money security interest in the Device, and all proceeds from the sale or other disposition of Device to secure performance of Your obligations under this Agreement (collectively, the "Secured Obligations"), which security interest continues until we are paid in full for the Secured Obligations, including reasonable and actual expenses of retaking, processing, and disposing Device upon Default (which shall include reasonable attorneys' fees). You and we agree this Agreement constitutes a security agreement and Your grant of a security interest to us is a "purchase money security interest" in the Device and the "proceeds" as defined in the Uniform Commercial Code in the state of Your billing address at the time of signing. You agree to pay us the Amount Financed and any related charges in U.S. funds.

018106 90008577900 7 08 05 0 0000 011111

IMPORTANT TERMS - PLEASE READ THIS

1. ASSIGNMENT.

- a. We may assign this Agreement or any of our rights hereunder without Your consent or notice. From and after the date of any assignment of AT&T's rights and obligations under this Agreement to any non-affiliated third party, AT&T, AT&T Mobility (and its parent, affiliates, and subsidiaries) will have no further liability or obligation to You and Your recourse for any such liabilities or obligations shall be solely limited to such assignee.
- b. Seller/Creditor, and/or any other assignee of this Agreement do not agree to any sale, disposition, transfer, entrustment, loan, or surrender of possession of Device free and clear of such purchase money security interest or consent to the retention or possession of Device by a third party.
- c. Without our prior written consent, You may not: I) sell, offer to sell, pledge, mortgage, encumber, create a lien on, adverse claim on or security interest in the Device or allow such to exist; or II) sell, offer to sell, or assign this Agreement or claims arising from or in connection with this Agreement; or III) lease, sell, offer to sell, dispose of, transfer, entrust, loan, or surrender possession of the Device, while any Secured Obligation remains outstanding.

2. SERVICE/SERVICE AGREEMENT. This Agreement requires that You maintain eligible voice and/or data wireless services ("Service(s)") on Your Device. Service(s) are subject to Your Wireless Customer Agreement, Your AT&T business or government agreement, or an agreement with another wireless service provider authorized by us in our sole discretion (in any case the "Service Agreement"). Your Service Agreement may require a deposit. Although Your Service Agreement is a separate document, except as prohibited by applicable law, the Dispute Resolution By Binding Arbitration and Arbitration Agreement provisions or other dispute resolution provisions of Your Service Agreement are incorporated by reference in this Agreement and will survive termination of Your Service Agreement. Accordingly, ALL disputes under this Agreement shall be resolved by the dispute resolution provisions in Your Service Agreement. SPECIFICALLY, UNDER YOUR SERVICE AGREEMENT - UNLESS YOUR SERVICE AGREEMENT DOES NOT INCLUDE AN ARBITRATION PROVISION - YOU AGREE TO RESOLVE ALL DISPUTES UNDER THIS AGREEMENT ONLY THROUGH BINDING ARBITRATION OR SMALL CLAIMS COURTS INSTEAD OF IN COURTS OF GENERAL JURISDICTION. YOU WAIVE ANY RIGHT TO A TRIAL BY JURY. ANY ARBITRATION UNDER THIS AGREEMENT WILL TAKE PLACE ON AN INDIVIDUAL BASIS; CLASS ARBITRATIONS, CLASS ACTIONS AND REPRESENTATIVE ACTIONS ARE NOT PERMITTED.

3. Please read the full Arbitration Agreement. In Your Service Agreement, carefully. It affects Your rights.

Most customer concerns can be resolved quickly and to the customer's satisfaction by calling the customer service department at 1-800-331-0500 (or any alternative customer service number we may provide to you from time to time). In the unlikely event that we are unable to resolve a complaint You may have to Your satisfaction (or if we have not been able to resolve a dispute we have with You after attempting to do so informally), we each agree to resolve those disputes through binding arbitration or small claims court. Arbitration is more informal than a lawsuit in court. Arbitration uses a neutral arbitrator instead of a judge or jury, allows for more limited discovery than in court, and is subject to very limited review by courts. Arbitrators can award the same individual damages and individual relief that a court can award. Any arbitration under this Agreement will take place on an individual basis. For any non-trivial claim that does not exceed \$75,000, we will pay all costs of the arbitration. Moreover, in arbitration You are entitled to recover attorneys' fees from us to at least the same extent as You would be in court. In addition, under certain circumstances, we will pay You more than the amount of the arbitrator's award and will pay Your attorney (if any) twice his or her reasonable attorneys' fees if the arbitrator awards You an amount that is greater than what we have offered You to settle the dispute.

4. RESPONSIBLE PARTY. "You/you" or "Buyer" means a person or an entity that is the customer of record. You represent You are authorized to sign, and if later determined You are not authorized, You are personally responsible and guarantee payment for all sums due under this Agreement.

5. CREDIT QUALIFICATION. We may check Your credit with a credit reporting agency or use Your existing credit information on file with us or our affiliates. We may terminate this Agreement prior to Your receiving the Device if You fail to meet our credit requirements.

6. PAYMENTS. You are responsible for payments in full of Your Service(s) bill. Payments apply as follows: first to past due balances, and then to remaining balances due. If Service is suspended, terminated or cancelled, You are still responsible for all scheduled payments under this Agreement. Your obligations to make payments under this Agreement are not contingent upon the delivery of service(s). If You make installment payments before due, there are no changes in due dates or amounts of scheduled payments.

7. RISK OF LOSS; INSURANCE. You bear the risk of loss, theft or damage to the Device for any cause during the Agreement. If the Device is lost, stolen or damaged, You are obligated for the Total of Payments. We recommend You insure the Device from anyone You want.

8. INDEMNITY. You are responsible for all liabilities, losses and damages, whether imposed on You or us, that are attributable to You or any of Your acts or omissions related to the Device. This provision survives the termination of this Agreement. As permitted by law, You will reimburse us for all expenses we incur for the defense of any claim or action You are responsible for under this Agreement. This includes, but is not limited to, actual and reasonable attorney's fees not to exceed 15% of the amount of the loss, liability or damage, except that in NH and WI, we will pay attorney's fees incurred by You in any action in which You prevail.

9. DEFAULT. You will be in "Default" of this Agreement if:

- a. You fail to make any required payment;
- b. You breach any term, covenant, representation or warranty in this Agreement;
- c. You fail to perform any other obligation in this Agreement and such failure continues for ten (10) days after we provide You with written notice of the Default;
- d. You or we cancel/terminate the Service required on Your Device under Your Service Agreement.

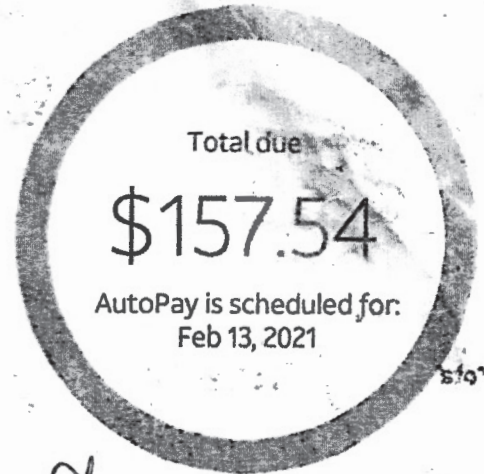
AT&T

ANTHONY CAGLIA
28468 THERMAL RD
SANGER, CA 93657-9036

Page: 1 of 3
Issue Date: Jan 24, 2021
Account Number: 436178141509

...osing us! Keep in mind that your first bill may include a partial month of
align to your bill cycle, one-time fees, and charges for a month of service
nce. The amount due may be higher than expected and more than you'll see
rd. Sign in to att.com/myATT for a personalized video explanation of your first

p receiving paper bills and enjoy the convenience of paperless billing? Enroll at
erless



*denied
auto
pay why*

fees

Page 2

\$157.54

services

\$157.54

Total due

\$157.54

AutoPay is scheduled to charge your card on Feb 13, 2021

3895 14 521 117126 1 AV 0.398 E8



ANTHONY CAGLIA
28468 THERMAL RD
SANGER CA 93657-9036



436178141509

136785 JOL
163785

\$157.54

Not approved

-\$141.09

-\$141.09

\$141.09

-\$1.99

-\$0.33

-\$1.50

• - \$0.26

-\$6.67

-\$5.00

-\$0.40

-\$0.30

\$124.64

\$141.09

Wireless

Number	User	Page	Activity since last bill	Surcharges & fees	Government taxes & fees	Total
550 521 0064	ANTHONY CACIA	3	\$02.22	\$0.44	\$0.00	\$02.66

60021250000000026E800000000000605THTRZT9EH00EH6



AT&T MOBILITY
PO BOX 537104
ATLANTA GA 30353-7104

Account number: 436178141509

Mar 13, 2021

AutoPay of \$57.12 is scheduled for

ANTHONY CAGLIA
28468 THERMAL RD
SANGER, CA 93657-9036



Want to stop receiving paper bills and enjoy the convenience of paperless billing? Enroll at att.com/paperless

Managing your AT&T products and services on the go? Use snap with myAT&T. Go to att.com/myatt to sign in or sign up.

Total due

\$57.12


Past due: \$141.09

Total services: -\$83.97

Account summary

Your last bill		\$157.54
Payment, Feb 13 - Thank you!	Page 2	-\$141.09
Adjustments	Page 2	\$124.64
Past due		\$141.09

Service summary

 Wireless	Page 2	-\$83.97
Total services		-\$83.97

Total due

\$57.12

AutoPay is scheduled to charge your card on Mar 13, 2021

Pay and manage your account:



att.com/pay



Call 611 or
800.331.0500
TTY: 866.241.5567

Scan to pay



Handwritten notes:
#141
200.00
Q2 R1
Center
or just
last
net due
Guys
employee
numbers
Store
change
7-10
days
back
link

Handwritten notes:
Transfer
employee
number
N8
NCCM39



Page: 3 of 4
Issue Date: Feb 24, 2021
Account Number: 436178141509

...Group 1 continued

Usage is rounded up based on your plan. For more details on your Usage summary, visit att.com/myusage.

Phone, 559.531.9964
ANTHONY CAGLIA

Activity since last bill Jan 25 - Feb 24

1. Buy 1 Get 1 Device Promo Rvrs 1 of 30 installment ID: 290000038668733	Jan 29	\$8.34	< One-time charge
2. Unlimited Elite - 1 Line	Jan 30 - Feb 24	-\$79.17	< Service changed on Jan 30 - partial month credit
3. Protect Advantage Insurance for 1	Jan 30 - Feb 24	-\$7.49	< Service changed on Jan 30 - partial month credit
4. Protect Advantage Support Services for 1	Jan 30 - Feb 24	-\$5.01	< Service changed on Jan 30 - partial month credit

Surcharges & fees

5. Federal Universal Service Charge	-\$0.42
6. State Public Utility Surcharge	-\$0.02

Government taxes & fees

7. CA Advanced Services Fund (CASF)	-\$0.02
8. CHCF A	-\$0.02
9. Relay Service Device Fund	-\$0.02
10. Teleconnect Fund	-\$0.02
11. Universal Lifeline	-\$0.12

Total for 559.531.9964

-\$83.97

Total for Wireless

-\$83.97

Never
Had
Service

charged?

News you can use

This bill includes a past due balance

If payment has already been made, thank you, please disregard. If not, payment must be made immediately. Please send your payment, including current charges, in the enclosed envelope. You may also pay 24 hours a day, by major credit card or electronic check at 800.331.0500, or att.com/pay. If you have questions regarding your account, contact us at 800.947.5096.

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If you have a credit balance on your final bill, the refund will be issued within two bill cycles. If your refund is not received after 60 days from your final bill date, please visit resolve.att.com to submit a refund request. If you have any questions, please call AT&T at 800.288.2020.

Stream live & On Demand shows

Binge your favorite shows & hit movies on DIRECTV, plus get live sports & breaking news. There's no equipment to buy. Switch to DIRECTV today. 877.777.9519.

Discover more from AT&T

Sometimes more is better, especially when it's AT&T services. Now enjoy premium AT&T Internet, Wireless, & TV. Call 844.872.9399.

Important information

Late payment fee

The late payment fee for consumer and Signature bills not paid in full by the payment due date is up to \$7.00.

Electronic check conversion

Paying by check authorizes AT&T to use the information from your check to make a one-time electronic fund transfer from your account. Funds may be withdrawn from your account as soon as your payment is received. If we cannot process the transaction electronically, you authorize AT&T to present an image copy of your check for payment. Your original check will be destroyed once processed. If your check is returned unpaid you agree to pay such fees as identified in the terms and conditions of your agreement, up to \$30. Returned checks may be presented electronically.

Surcharges and other fees

AT&T imposes additional charges on a per line basis, including federal and state universal service charges, an Administrative Fee (to defray certain expenses including charges AT&T or its agents pay to interconnect with other carriers to deliver calls from AT&T customers to their customers, and charges associated with cell site rents and maintenance), and a Regulatory Cost Recovery Charge (to recover costs of compliance with certain government imposed regulatory requirements, including Wireless

YOUR AT&T SERVICES & CHARGES DETAIL

One-Time
Charges/Credits

Partial Month
Charges/Credits

Ongoing
Monthly Charges

Upcoming Bill

Wireless

Reserved Lines**

HONY CAGLIA

531.9964 - Apple 64gb

Unlimited Elite - 1 line

Activation Fee

Next Advantage for 1

TRACKER ()

International Smartphone w/UNL 121

30 months

Payment 1 of 30

AT&T Next Up™

State and Local Tax

Federal Universal Service Fund

Administrative Fee

Regulatory Cost Recovery Fee

911 Fee

Other AT&T Fees and

Surcharges

State Universal Service Fund

*Says
Clearly*

\$3.17

\$95.00

\$98.17

\$30.00

\$30.00

\$0.50

\$15.00

\$15.50

-\$8.34

-\$8.34

\$6.67

\$6.67

\$5.00

\$5.00

\$22.79

\$22.79

\$13.90

\$13.90

\$1.99

\$1.99

\$1.50

\$1.50

\$0.69

\$0.69

\$0.55

\$0.55

\$0.00

\$0.00

Wireless Total

\$30.00

\$3.67

\$154.75

\$188.42

**Reserved Lines: Pricing shown effective when you activate all reserved lines.

Additional Fees & Taxes: Additional AT&T monthly and one-time transactional fees may apply. AT&T fees are not government-required fees or taxes. See att.com/mobilityfees for details. Above estimates may not include promotions and are based on highest AT&T fees/surcharges and government fees/taxes assessed in your state; actual amounts may vary.

International Roaming (IR) & International Long Distance (ILD): Pay-per-use rates apply if you do not have an international package or plan. Rates subject to change. Go to att.com/ppurates for IR rates or att.com/worldconnect for ILD rates.

411:\$1.99/call + airtime

NOTES

Total All Services

\$30.00

\$3.67

\$154.75

\$188.42

One-Time
Charges/CreditsPartial Month
Charges/CreditsOngoing
Monthly Charges

Upcoming Bill



Wireless

\$30.00

\$3.67

\$154.75

\$188.42

TOTAL

\$30.00

\$3.67

\$154.75

\$188.42

*Estimates above include government fees/taxes, AT&T fees/surcharges, one-time and partial month charges. Promotions and discounts may not show here but will show on your bill within the time promised. After promotions end, monthly charges will increase. Pricing subject to change.

another charge

Special Notifications

Mobility Service

Important Data Information

On your Unlimited Elite after 100GB of data usage on a line, AT&T may slow data speeds if the network is busy.

AT&T UNLIMITED ELITE™:

HBO MAX: Access HBO Max through HBO Max app on compatible device or on hbo.com using compatible browser with your AT&T log-in credentials. If you need credentials, visit att.com/myatt to verify/create your account. Data rates may apply for app download/usage. Upon cancellation of eligible wireless plan you may lose access to HBO Max. Access to one HBO Max account per AT&T account holder. Includes usage only in the DCA. Use of HBO Max is subject to its own terms and conditions, see hbo.com/terms-of-use for details. Benefit may be modified, discontinued or terminated at any time without notice. To learn more, visit att.com/hbomax. **ELITE PLAN:** Includes unlimited voice, data and text messages. Phone only. **5G SERVICE:** Requires a compatible 5G device. 5G service is not available everywhere. See att.com/5Gforyou for details. **ADVANCED MOBILE SECURITY:** Compatible device required. You must download the AT&T Mobile Security app and AT&T Call Protect app and accept the terms and conditions for each before the services will go into effect. Data rates may apply. Details at att.com/securitycallprotect. **AT&T CALLER ID:** Requires compatible device. **MOBILE HOTSPOT:** 30GB per line per month of tethering on compatible devices. After 30GB, tethering speed slowed to max of 128Kbps for the rest of bill cycle. After 30 GB, all tethering data usage, including sponsored data, will be impacted and not fully functional. **LIMITS:** Max 10 devices/Unlimited Your Way plan account. See plan details at att.com/unlimitedplan.

AutoPay and Paperless Billing Discount

Sign up for both paperless billing and AutoPay and get a discount. Enjoy \$10 off per month per phone line on your AT&T plan. Sign up now to be eligible for a \$10 discount per month within 2 bill cycles. Learn more and sign up at att.com/autopaybill.

Video Streaming

Unlimited Elite includes Stream Saver. Eligible content recognized as video will stream in SD (about 480p, max 1.5 Mbps). You can turn it off any time at att.com/myatt for access to HD video, if available. Ability to stream, video resolution and speed are not guaranteed and are affected by other factors. If two or more tethered devices are watching video from the same source at the same time, we may identify it as a single video and slow the speeds collectively to a max of 1.5 Mbps, which may impair your ability to watch video on these tethered devices. You can pause video on all but one of the tethered devices, watch video from different sources, or turn off Stream Saver to resolve this issue. See att.com/stream saver for details.

PRESCREEN & OPT-OUT NOTICE

This "prescreened" offer of credit is based on information in your credit report indicating that you meet certain criteria. If you do not want to receive prescreened offers of credit from AT&T and other companies, call Experian, toll-free at 888-5-OPTOUT (888-567-8688); or write: Experian Opt Out, P.O. Box 919, Allen, TX 75013.

Please ignore this notice if you have already contacted Experian and opted out.

018106 90008577900 7 06 03 0 0000 0000

ANTHONY CAGLIA
28468 THERMAL RD
SANGER, CA 93657-9036

Issue Date:

Feb 24, 2021

Account Number _____

435178141509

Want to stop receiving paper bills and enjoy the convenience of paperless billing? Enroll at att.com/paperless

Managing your AT&T bills, products, and services on the go? It's a snap with myAT&T. Go to att.com/myatt to sign in or sign up.

Total due

\$57.12

Total services: -\$83.97

Account summary

Your last bill

\$157.54

Payment, Feb 13 - Thank you!

-5147.09

Adjustments

\$124.64

Fast Que

~~51-4109~~

Service summary

Wireless

-583.97

Total services

- \$83.97

Total due

\$57.12

AutoPay is scheduled to charge your card on Mar 13, 2021

Ways to pay and manage your account:



myAT&T app
iPhone and Android



att.com/pay

**Call 611 or
800.331.0500**
TTY: 866.241.6567

Scan to pay





ANTHONY CAGLIA
28468 THERMAL RD
SANGER, CA. 93657-9036.
Account Number: 436178141509

Manage your account anytime
at www.att.com/myatt or call 800.331.0500.

Customer Service Summary

Thanks for choosing AT&T. Please review your order summary.



What changed today? 01/24/2021

- Mobility Changes Made
- 559.531.9964 - Reserved a line

This order may have been approved based on a prescreened credit offer. You can choose to stop receiving prescreened offers from AT&T and other companies by calling toll-free 888-5-OPTOUT (888-567-8688). For more information, see the Prescreen & Opt Out Notice below.

AT A GLANCE—YOUR AT&T TOTAL CHARGES

One-Time
Charges/Credits

Partial Month
Charges/Credits

Ongoing
Monthly Charges

Upcoming bill*

\$188⁴²

Ongoing
Monthly Charges

Ongoing monthly bill*

\$154⁷⁵

One-time Charges/Credits

These are charges or credits for things like activation, equipment charges, installation.

Partial Month Charges/Credits

New service is billed one month in advance, so any services added before your bill cycle date are billed at a per day cost and added to your first month of service. Partial month charges or credits may also occur if service(s) or feature(s) are added or changed in the middle of your bill cycle.

Ongoing Monthly Bills

After you've paid your Upcoming bill, this is the amount you can expect to see every month.

Upcoming Bill Total

This bill is typically higher than your ongoing bill because it includes any one-time and partial month charges plus one month of service billed in advance.

AT&T

ANTHONY CAGUA
28468 THERMAL RD
SANGER, CA 93657-9086

Page: 1 of 4
Issue Date: Feb 24, 2021
Account Number: 436178141509

top receiving paper bills and enjoy the convenience of paperless billing? Enroll at
paperless

your AT&T bills, products, and services on the go? It's a snap with myAT&T. Go to
myatt to sign in or sign up.

Total due

\$57.12

Total services: \$83.97

it summary

bill

Feb 13 - Thank you!

Page 2

summary

ireless

rvices

due

is scheduled to charge your card on Mar 13, 2021

\$157.54

-\$141.09

\$124.64

\$141.09

-\$83.97

-\$83.97

\$57.12

On multiple occasions never resolved

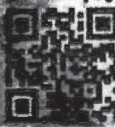
o pay and manage your account

AT&T app
e and Android

att.com/pay

Call 611 or
800.331.0500
TTY: 866.241.6567

Scan to pay



Jesse Carter
28468 Thermal Rd
Sanger, CA 93657
900.00
\$141.09
QZK
or just
text
1410
to 436178141509

28468 Thermal Rd
Sanger, CA 93657
900.00
\$141.09
QZK
or just
text
1410
to 436178141509



Welcome to AT&T Protect Advantage

January 29, 2021

Anthony Caglia
28458 Thermal Rd
Sanger CA 93657-9035



RE: Mobile number(s) ending in: 9964

Dear Anthony Caglia,

Thank you for enrolling in AT&T Protect Advantage for 1. This letter will provide you with important information about the protection plan. Enclosed is the complete set of terms and conditions (also available at att.com/patterms1). Please review these materials carefully. As a reminder, your monthly charge will be \$15.00.

What's included in your protection plan:



AT&T Protect Insurance for 1

- Coverage against loss, theft, damage, and out-of-warranty malfunctions
- **As soon as** same-day replacement and setup²
- **\$29** screen repair as soon as the same day for eligible devices in select locations³
- Three claims within any consecutive 12 months, with a maximum device value of \$2500 per occurrence
- Unlimited post-warranty battery replacements after diagnostic testing for as long as you are enrolled in the program⁴



ProTech support and the AT&T ProTech app⁵

- Expert help for setting up your device and troubleshooting
- Assistance with optimizing your favorite AT&T streaming services
- Periodic checkups to keep your device working its best



AT&T Photo StorageSM app

- Unlimited cloud storage for your photos and videos⁶



Identity protection available through IDnotify, a part of Experian* (requires sign-up at IDnotify.com/att)

- Monitors your personal information on the web to help protect your identity

Please review your terms and conditions to understand your protection plan details. These include a binding individual arbitration provision unless state exceptions apply. Coverage is optional, and you may cancel at any time without penalty. To cancel, or if you have questions, contact us at 888.562.8662 or log in to your myAT&T account at att.com/myatt. Re-enrollment restrictions may apply. Please see the reverse side for an illustration of how AT&T Protect Advantage for 1 will appear on your monthly bill and other important disclosures.

Thanks for choosing AT&T

asurion

ATT_PAT_TERM_1225
ATT_PAT_TERM_1225
ATT_PAT_TERM_1225
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ATT_PAT_TERM_1225

Connect with ProTech

- Visit att.com/myprotectedadvantage
- Download the AT&T ProTech app at att.com/getprotech

Need to file a claim?

Go to phoneclaim.com/attorcala 888.562.8562

Monday-Friday: 8AM-10PM ET

Saturday-Sunday: 9AM-9PM ET

As a reminder, your AT&T Protect Advantage for \$15.00 monthly charge will appear as two separate items on your bill, under the monthly charges section. The charges will appear as follows:

Protect Advantage Insurance for 1 Premium	\$8.99
ProTech for 1 Fee	\$6.01

*Identify is provided by a third-party provider, Experian, and is available to customers enrolled in AET® Power Advantage for 1 and AET® Power Advantage for 4 separate from Aetna. For full terms and conditions for Identify, visit Identify.com/etna. For questions regarding Identify services, call Experian at 877.390.9365 or visit Experian.com.

WTS Protect Advantage for IT includes Protect Insurance for IT, Protect support, the Protect app and the WTS Photo Storage app. Protect Insurance for IT is underwritten by Fortemedia, a subsidiary of Fortemedia Company, a CNA company CNA, and administered by Asurion Protection Services, LLC, 10000 Wilshire Blvd., Suite 1000, Beverly Hills, California. Asurion Protection Services Insurance Agency, LLC (CA Lic. #0068164) is the State of California's designated agent for Asurion Protection Services of Fortemedia Company. WTS Protect Advantage for IT is not available in all states.

[illegible]

Screen Repair: \$29 deductible applies. Each screen repair will count toward your claim limit. Limited to eligible devices in select areas. Newly launched device models may not be eligible for screen repair. Visit phoneclaim.com/att or call 888.962.8888 to check current eligibility. Same-day screen repair option depends upon claim approval time and technician availability. Repairs are performed by an AT&T-trained, certified technician and come with a 12-month limited warranty. Repairs may use new or refurbished parts, may contain original or non-original manufacturer parts, and may void the manufacturer warranty. Some colors of eligible devices are not available. Eligible devices and available areas are both subject to change at any time.

*If an eligible vehicle cannot start on and the battery fails to maintain an adequate charge after diagnostic testing, we will repair the vehicle, at no charge, by replacing the battery during the extended warranty period.

The ProTech and ProTech Storage apps require a compatible device with AT&T wireless service. Technical limits may prevent certain features from working on all devices. App functionality requires device powered on and connected to the Internet. Data charges may apply for app download and app usage. Accuracy, availability and timeliness are not guaranteed. Free versions of the apps with limited features are also available. ProTech and ProTech Storage are trademarks of Asurion Wireless Solutions, LLC. Available only for devices running iOS 9.0 and up or Android 5.0 and up. For additional details as well as full terms and conditions, visit att.com/protech.

*There may be limitations on the size of each video that can be backed up and secured.

If you have recently completed a course of financial responsibility, please note that your account history will start over with the date you assumed the account.

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